

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Program Coordinator, Veterans Services
Bureau of Aging and Disabilities

An Equal Opportunity Employer

Program Coordinator, Veterans Services – Bureau of Aging and Disabilities

\$21.69 hourly, 25 hours per week, contractual position

Hours are typically Tuesday through Friday from 8:00 am – 2:45 pm

This position is open until filled; first review of resumes occurs on March 31, 2023.

The Bureau of Aging and Disabilities is looking for a candidate to assist Veterans and/or family members in preparing and submitting compensation/pension claims to the Veterans Benefits Administration, link Veterans to the VA Healthcare system, and advocate for Veterans and their families.

Daily tasks include but are not limited to, performing case management, conducting appointments and determining program eligibility. Other responsibilities include collecting and reviewing data and maintaining computer records and files. Additional tasks include composing reports and referring Veterans to community resources and programs.

The ideal candidate should possess excellent customer service skills, be detail oriented, organized, and able to effectively problem solve. This candidate will serve as a liaison between the Veteran and the Maryland Department of Veteran Affairs and will complete training to become an accredited Veteran Services Officer.

See next page for the full job description

Qualifications:

1. Bachelor's degree in human services, social work or related field
2. Two years' experience in case management or program implementation
3. Complete training to become an accredited Veteran Services Officer
4. Valid driver's license
5. Requires criminal background check as condition of employment

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ 40 hours of paid time off

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Request an application by calling our office or sending an email to: careers@carrollcountymd.gov
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

Posted 3/24/2023

(23-87)



The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kristy L. Bixler, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

PROGRAM COORDINATOR – VETERANS SERVICES

GENERAL RESPONSIBILITIES

Provides program coordination, service delivery, implementation and/or case management for the Veterans Services Program in accordance with Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Provide implementation and service delivery of specified program(s) and project(s)
2. Perform case management coordination, determine eligibility, conduct appointments, and field visits
3. Assess client needs, program eligibility, collect data, provide information, answer questions, and make referrals
4. Receive, investigate, and resolve problems
5. Compose, prepare, and process reports, correspondence and required literature
6. Develop and maintain effective working relationships with community agencies that provide services to Veterans
7. Establish, organize, and maintain files and computer records management/file systems
8. Provide program leadership to the Carroll County Veterans Advisory Council, participate in workgroups, and attend public meetings
9. Compile reports required by management and/or government agencies
10. Act as a liaison to Veteran Service Organizations in Carroll County
11. Perform related duties as to specific assignments
12. Any employee may be identified as Essential Personnel during emergency situations
13. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality, and represents the County
14. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution

EDUCATION AND EXPERIENCE

1. Bachelor's degree in human services, social work, or related field
2. Two years' experience in case management or program implementation
3. Complete training program to become an accredited Veteran Services Officer

** A comparable amount of training and experience may be substituted for the minimum qualifications.*

CERTIFICATES, LICENSES, REGISTRATIONS

1. Valid driver's license
2. Requires a criminal background check as condition of employment

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of Veterans Administration programs and community services/programs/resources/
2. Read, interpret and comprehend instructions, regulations, correspondence, and memos
3. Write reports, business correspondence, and procedure manuals
4. Present information and respond to questions from employees, groups of managers, clients, customers, and general public
5. Define problems, collect data, establish facts and draw valid conclusions
6. Work with detail, problem solve and communicate problems
7. Follow detailed written or oral instructions
8. Use computer software programs and/or other applications